

Refurbishment municipal housing Lorystraße and Herbortgasse

Facts & Figures



2

Municipal buildings,
155 housing units

Tenant meetings

1

PV-system

Contact

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- **wohnpartner_wien**
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For more details see
www.smartertogether.at

Project context

Wiener Wohnen is the largest municipal housing management company in Europe with 220,000 flats. Around a quarter of Vienna's population lives in municipal residential buildings. Wiener Wohnen renovates these buildings cyclically, among other things, to maintain a high standard of housing with a view to keeping rents affordable. Wiener Wohnen thus has a significant role model effect on other property developers.

Within the framework of Smarter Together, two apartment buildings were refurbished by Wiener Wohnen. Special attention was paid to communication with the residents. They were informed from the beginning and involved in the renovation process.

Smarter Together measures

- facilitation of dialogue with the tenants on the renovations (the residents had a say in the colour scheme of the façade, among other things)
- installation of a 50 m² PV system (9 kWp)
- installation of empty fibre-optic cabling

- preparation for setting up of an e-charging station
- fitting of a compressed air ventilation system in the staircase
- construction of a stair lift
- supply of shopping trolleys to residents

Boosting the process

Thanks to the EU funding provided through Smarter Together, the refurbishment offers the tenants numerous additional services (PV system, stair lift, pressurised ventilation). It also enabled Wiener Wohnen to implement and pilot new aspects of refurbishment, among other benefits.

Also, the refurbishment of the Herbortgasse housing complex was accelerated thanks to its inclusion in an EU-funded project like Smarter Together.

Construction phases

The thermal renovation of the façade is expected to reduce the calculated heating demand by more than 80%, from 130 kWh/m² to 23 kWh/m² per year. The concrete results of monitoring based on local energy consumption measurements after the refurbishment are expected in 2021.

Tenant participation – innovative design of tenant meetings

In the course of tenant meetings, the residents were given general information about Smarter Together and the renovation project, as well as about future opportunities for participation in the renovation process. Individual concerns (about technology, funding opportunities, etc.) were assuaged by experts at on-site 'topic tables' in advance of the renovation.

Some suggestions arising from exchanges with the tenants were taken into account in the planning and renovation activities (input for the façade design, use of the backcourt, etc.). At the request of the residents, no benches were placed in the backyard, etc.). The project started a participatory process to name the municipal building "Lory-Hof".

Lessons Learned

An intensive, long-lasting on-site participation process led by wohnpartner contributed greatly to tenant satisfaction before, during and after the renovation work. The participation process thus also helped to foster good relations within the housing complex.

Replication bzw. Weiterführung

The former project manager of Smarter Together Vienna, Julia Girardi-Hoog, who has worked for Wiener Wohnen since spring 2019, was commissioned by the company to strategically apply the experience gained from the project throughout Vienna and to embed it in the company culture of Wiener Wohnen. The installation of PV systems in the course of comprehensive renovation measures is also being considered. The first follow-up projects with PV systems have already been realised.



Holistic thinking about refurbishment

- Through the EU-funded Smarter Together project, Wiener Wohnen, an important institution for the City of Vienna, was able to pilot internal innovations and create a number of additional services for the benefit of tenants.
- An intensive, long-term, on-site participation process can contribute greatly to tenant satisfaction during refurbishment activities.



You can find more details about tenant info Lorystraße here! (Blog post, 06.07.2017)

